

# User Guide for the North Carolina Justice Academy's Training Portal

[Blocking Pop-up Window Message](#) | [Browsers](#) | [Certificates](#) | [Close Button Does Not Work](#) | [Contact Information](#) | [Course Not Advancing](#) | [Enabling Flash in Google Chrome](#) | [Evaluations](#) | [Existing User](#) | [Exit Course before Completion](#) | [Fatal Error](#) | [Forgot your Password](#) | [Handouts](#) | [In-Progress Message after Completing Course](#) | [Navigation Button Explanations](#) | [New User](#) | [Tests](#) | [Videos](#)

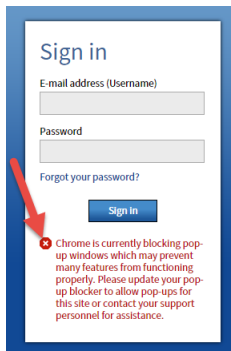
## Browser


The online training works best in the latest version of Google Chrome. To make sure you have the latest version of Google Chrome:

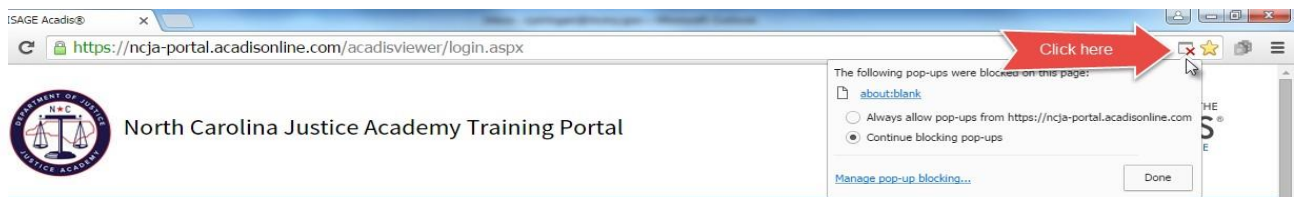
- Click on the three vertical dots located on the right side of the toolbar.
- Hover over "Help."
- Choose About Google Chrome
- Google Chrome will then update to the latest version.

## Blocking Pop-up Windows Message in Google Chrome

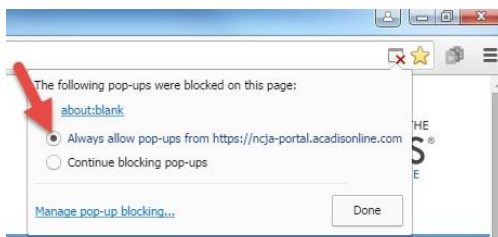
In Google Chrome you will need to **unblock** pop-up windows. Do you see this message?



Click this icon  on the address/search bar.



Select "Always allow pop-ups from <https://ncja-portal.acadisonline.com>" and then click "Done."



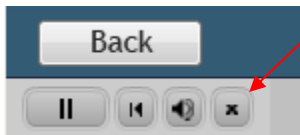
## Certificates

When you complete and pass a course, log into <https://ncja-portal.acadisonline.com>. On the home page, scroll down and under “Certifications,” find the course. Look to the far right and print your certificate.

Certifications					
Name	Type	Issue Date	Expiration	Status	
Human Trafficking Protocols for Law Enforcement	Training Requirement	09/04/2014		Active	<a href="#">Print</a>
Officer Safety: Responding to Crimes Off-Duty 2014 In-Service	Training Requirement	08/29/2014		Active	<a href="#">Print</a>
Responding to Individuals with Mental Illness 2013 In-Service	Training Requirement	09/02/2014		Active	<a href="#">Print</a>

## Close Button Does Not Work

If the “Close” button at the end of the course does not close the course, please click on the “x” in the lower left corner. It is important that the courses closes properly.

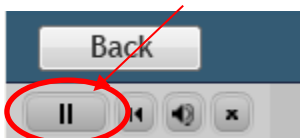


## Contact Information

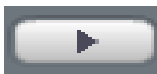
Contact [NCJAAcadisHelp@ncdoj.gov](mailto:NCJAAcadisHelp@ncdoj.gov) for technical support or [NCJAOnlineHelp@ncdoj.gov](mailto:NCJAOnlineHelp@ncdoj.gov) for content support. Someone will get back to you as quickly as possible. You may also call the Academy at 910-525-4151. Remember our normal hours are 8:00am – 5:00pm.

## Course does not advance to the next slide

To ensure the course is playing, you can hover your cursor over the play/pause button and if you see the word “Pause” the course is active and the next button will show up when the allotted time has passed.



If by chance you click on a button to open a document or click a link for a video the course may stop playing and you will need to click the pause/play button to continue the course.



## Enabling Flash in Google Chrome

Open your Acadis portal.

Click on the information icon or the lock icon in the website address bar at the top left.



From the drop down menu, select “Site Settings.”

From the menu that appears next to Flash, select Allow.

Close the Settings window.

You may need to reload the page. Click on the reload button.

## Evaluations


You will be given a link to Survey Monkey. We need you to complete this survey so we will know how to serve you better.

## Existing User

Once you register, you can take all the available online courses.

1. Go to the portal: <https://ncja-portal.acadisonline.com>.
2. Log in with user name (email) and password.
3. You will see "My Profile," "Online Training in Progress," "Certifications," "Employment," and "See Courses I have already completed" on the Home page.
4. Go to the top of page, hover over the "Training and Events" tab and then click on "Browse or Sign Up for Training."
5. On the right side, click on "Filters." (Make sure you clear the filters.)
6. Choose "online" and apply.
7. Click "Assign" next to the course you want to take.
8. Choose "Launch Now." Your course will begin in a new window. Please be patient – depending on your Internet speed connection, this could take a couple of minutes.
9. Complete the course by clicking the "Next" button on the slides.

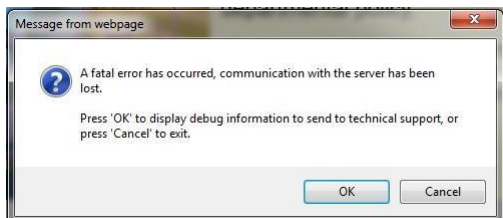
## Exit the course before completion

Click on the "Exit button":  in the bottom left corner of the slide.

When you are ready to re-start the course, log into <https://ncja-portal.acadisonline.com> and click on "Continue" button. It will begin on the slide that you exited.

## Fatal error message

If you receive this message:



Click ok. If it closes you out of the course, then just login in again. This message occasionally occurs due to a loss in connectivity with the user and the Acadis Portal.


## Forgot your password

Click on “Forgot your password”. Enter your email and you will be sent a new computer generated password.



The image shows a 'Sign in' form with two input fields: 'E-mail address (Username)' and 'Password'. Below these fields is a link that says 'Forgot your password?'. This link is circled in blue, and a blue arrow points from the right side of the image towards it. At the bottom of the form is a blue 'Sign in' button.

## Handouts

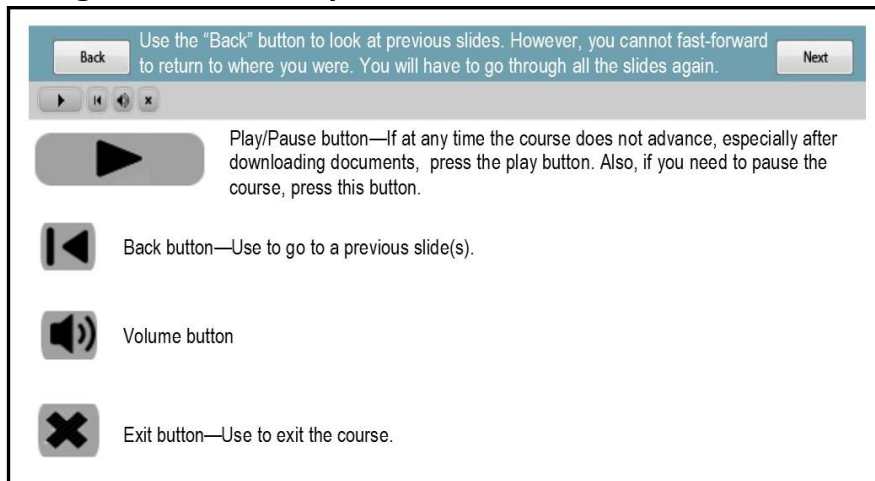
Your course will have at least one handout – the Student Lesson Plan. You will be given an opportunity to download it for your use. You may need to click the “Play button”:  to re-start the course after downloading handouts.

## In-Progress Message after Completing Course

If you have completed the course, but your portal account still shows “in progress,” please open the course in the latest version of Chrome. (To make sure you have the latest version of Google Chrome click on the three vertical dots located on the right side of the toolbar, then hover over “Help”, Choose “About Google Chrome” and then Google Chrome automatically updates.)

After signing into the portal, click on the Continue button to open the course. After the course opens, click on the “Close Course” button. (If the course opens on the first slide; click the play button in the middle of the screen. The course will advance to the last slide, and you can click on the “Close Course” or exit button.) It should then mark you as complete.


## Navigation button explanations

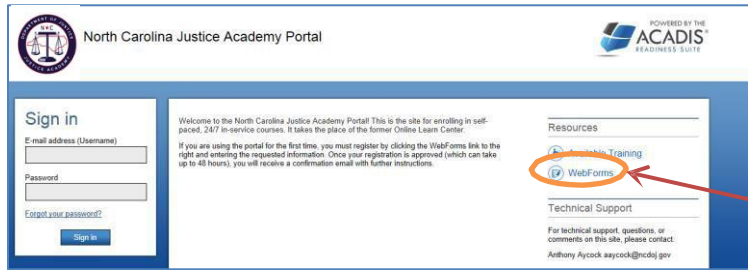


The image shows a user interface for navigation button explanations. At the top, there are 'Back' and 'Next' buttons. Below them is a row of icons: a play button, a back button, a volume button, and an exit button. Each icon is followed by a text explanation of its function.

- Back**: Use the “Back” button to look at previous slides. However, you cannot fast-forward to return to where you were. You will have to go through all the slides again.
- Next**
- Play/Pause button**: If at any time the course does not advance, especially after downloading documents, press the play button. Also, if you need to pause the course, press this button.
- Back button**: Use to go to a previous slide(s).
- Volume button**
- Exit button**: Use to exit the course.

## New User

1. Go to our portal site at: <https://ncja-portal.acadisonline.com>.
2. Click on  **WebForms** under the “Resources” tab on the right side.



3. Click on “New User Account,” complete it and then click “Submit” at the bottom of form.
4. Within 48 hours you should receive an email containing your user name which is your email and a computer generated password from the NCJA system administrator.
5. After receiving this email, you can go to <https://ncja-portal.acadisonline.com> and enter your user name and assigned password.
6. Agree to the “User Acceptance Policy.”
7. Create your own password. Please keep in a secure place. Continue.
8. Edit your profile if needed. This information is from the data you provided on the WebForm.
9. Go to the top of page, hover over “Training and Events” tab and then click on “Browse or Sign Up for Training.”
10. You will see a list of all available courses. If you only want to view online courses, look on the top right side, and click on the “Filters” button. (Make sure you clear filters if button is showing.) On the message window, choose online and apply.
11. Choose the course you wish to take, and click “Assign.” You can then choose to put in a training category and a due date and click “Assign” again.

Online - (Law Enforcement 2019) 2019 Juvenile Law Update Online	2h 0m	01/01/2019	Open	<input type="button" value="Assign"/>
Online - (Law Enforcement 2019) 2019 Law Enforcement Intelligence Update: Gangs and Divisive Groups Online	2h 0m	01/30/2019	Open	<input type="button" value="Assign"/>
Online - (Law Enforcement 2019) 2019 Legal Update Online	4h 0m	01/01/2019	Open	<input type="button" value="Assign"/>
Online - (Law Enforcement 2019) 2019 Opioid Awareness and Response Online	2h 0m	01/01/2019	Open	<input type="button" value="Assign"/>
Online - (Law Enforcement 2019) Leadership and Professional Development Online	4h 0m	03/15/2019	Open	<input type="button" value="Assign"/>

12. You will receive an email confirming your enrollment.
13. Choose “Launch” from the Training section of your portal account. Your course will begin in a new window. **Please be patient – depending on your Internet speed connection, this could take a couple of minutes.**
14. Complete the course by clicking the “Next” button on the slides.
15. Make sure you click the “Close Course” button on the last slide.

## Tests

Each in-service course contains a pretest and knowledge checks which are not graded. The post-test, at the end of the course, is graded. You must make 70% or better to pass the course. If you fail the test, you have one more opportunity to take the course and test again. When you choose to re-take the course, log into <https://ncja-portal.acadisonline.com> and you will be able to take the course again. If you fail the test a second time, you will need to take the course in a traditional manner.

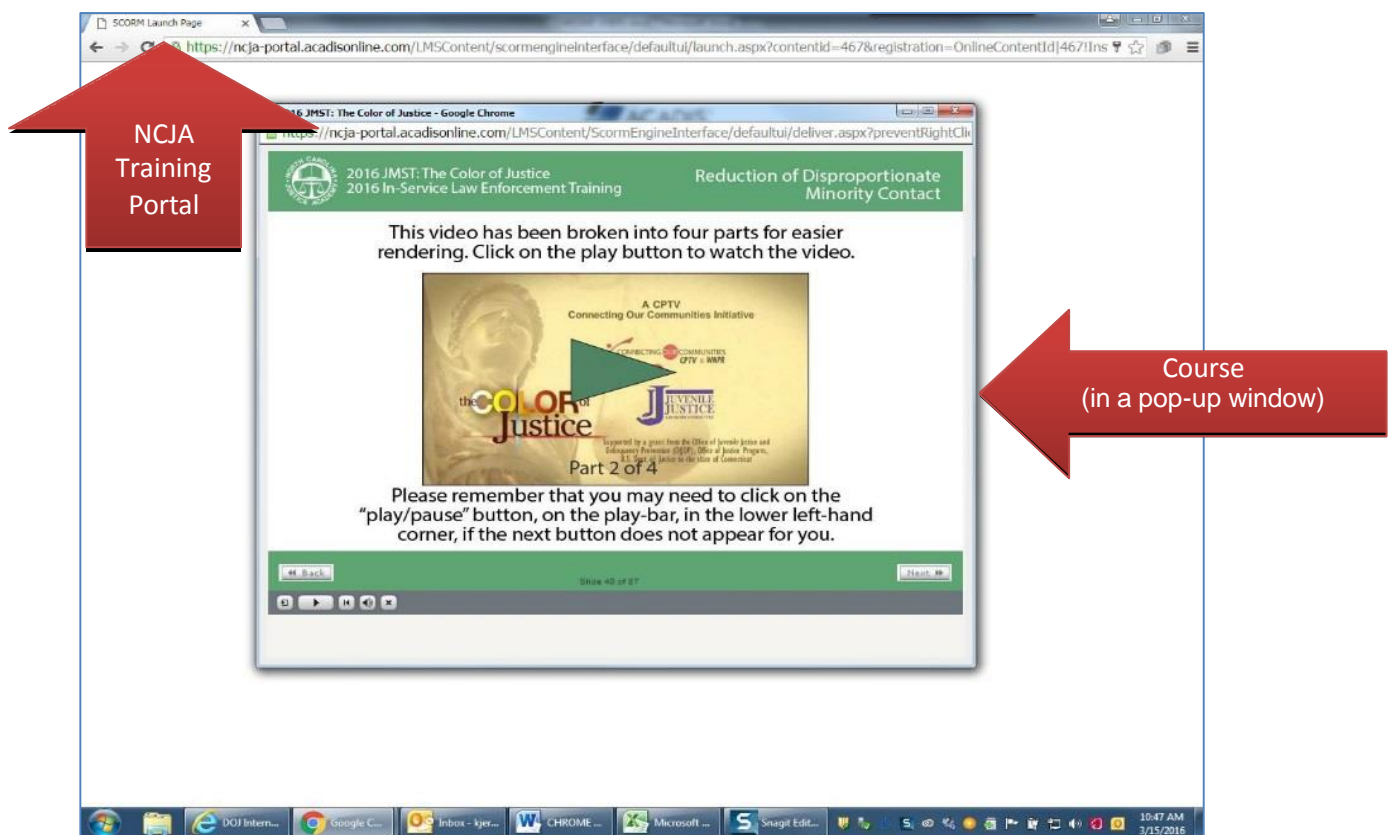
## Video(s):

Videos will not automatically start on the slide or in a new window. You will need to click on the video's play button or icon to start the video. The "Next" button will not appear until you have had time to watch the video.

Have you watched a video and now want to get back to the course and are unsure what to do next? Review these simple steps.

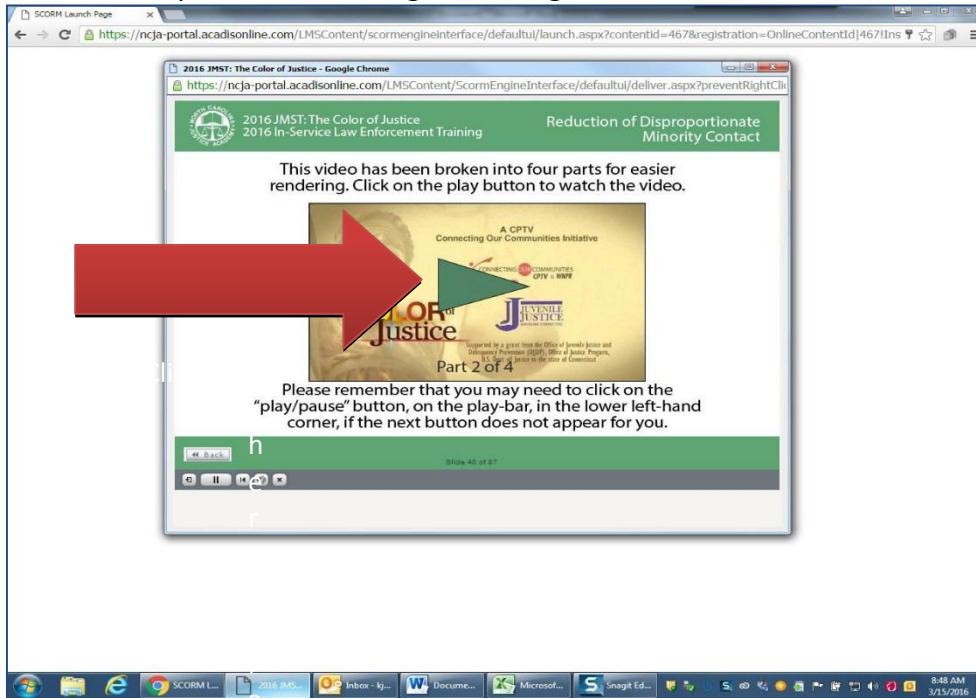
**NOTE:** The screenshots show the course in Google Chrome. These same steps apply when using Internet Explorer.

Notice how the actual course is in a pop-up window separate from the NCJA Training Portal (SCORM Launch Page).



In order to watch a video you will need to click on the button on the course window. It may look different in the various courses that have videos. It may be an icon or an actual button on the screen.

For this example it is an icon, a green triangle.



The video will open on a new tab. Click the play button on the screen to watch the video.



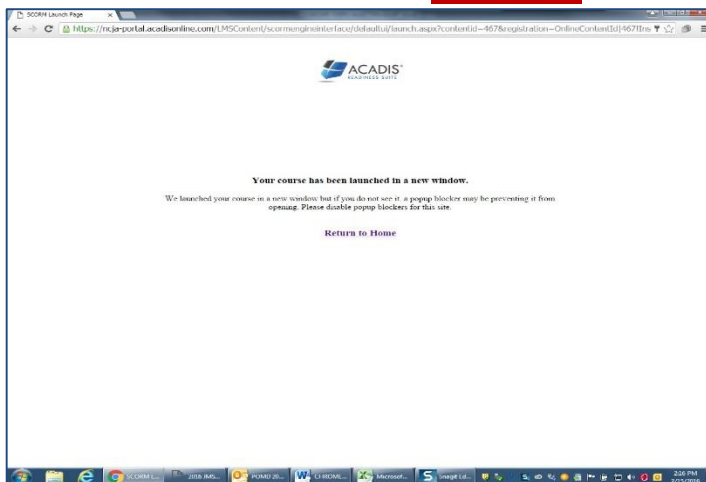
**NOTE:** Please do not fast forward the video. That will not make the Next button appear sooner on the course. The slide's Next button will not appear until the designated allotted time has passed for the video.



Once the video finishes you can close the tab by clicking on the “X” for that tab.

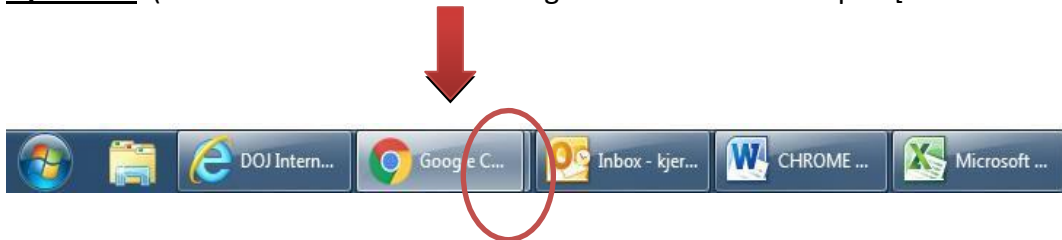


You should now see this screen. **DO NOT** click on “Return to Home.”



If you look at the bottom of the screen at the taskbar you will notice various program icons that you may have open. Since you will have more than one Chrome page open it may be difficult to see the course pop-up window to navigate to. It may look like this:

**Option #1:** (notice that there are two Google Chrome windows open [circled in red])



Or



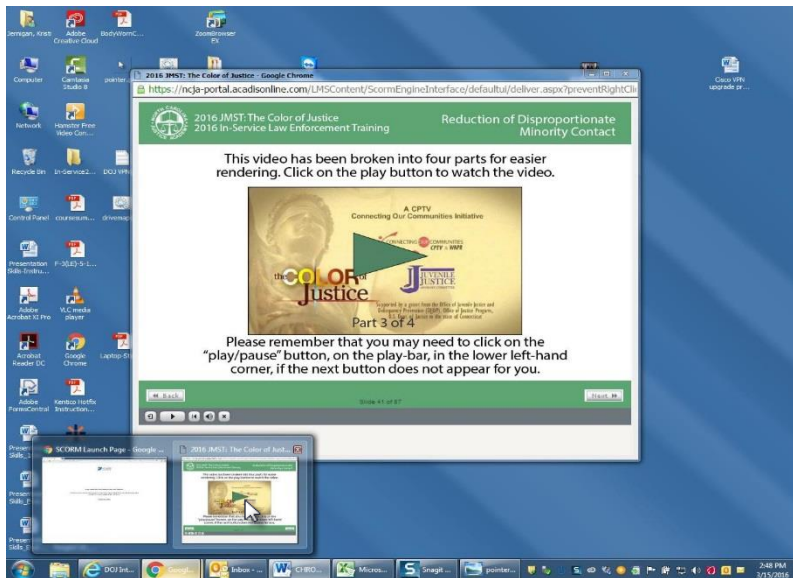
**Option #2:** (if you do not have that many programs open at the time you are taking the course)



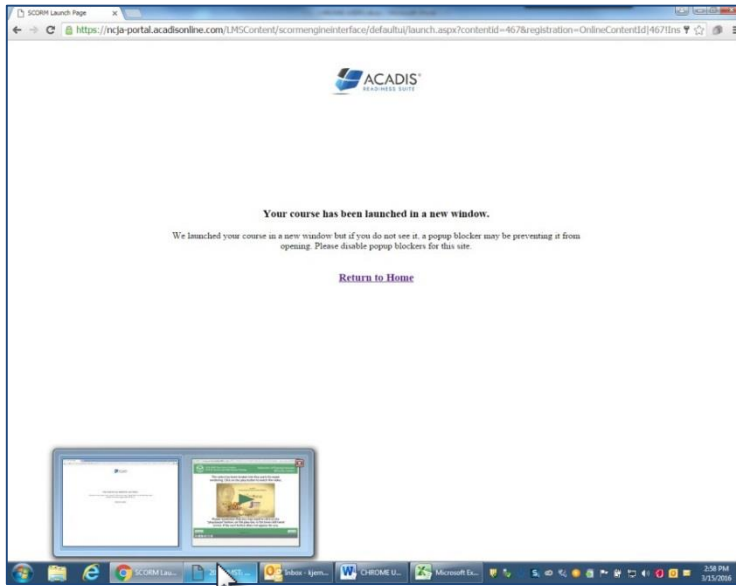
If your task bar looks like Option # 1, position your mouse over Google Chrome in the taskbar. Two small screenshots of the Google Chrome windows that you have open will be shown.



Move your mouse over to the window of the actual course to select it and you will be back where you need to be to continue with the course.



If your task bar looks like Option # 2, position your mouse over Google Chrome in the taskbar. Two small screenshots of the Google Chrome windows that you have open will be shown.



Move your mouse over to the window of the actual course to select it and you will be back where you need to be to continue with the course.

